

NSDL's Do's and Don'ts

& Various Investor Centric Initiatives

For the safety of investors and make them prudent, NSDL has regularly launched various investor centric initiatives to provide the highest standards of investor education, investor awareness and timely services so as to enhance Investor Protection and create awareness about Investor Rights. Few of the initiatives including Dos and Don'ts for the investors are as follows:

1) NSDL SPEED-e Mobile APP:

To track, view the holdings of demat account details with value, investors can download NSDL SPEED-e Mobile App, which is available for download at Google Play and App Store.

To download the app from Google play store, the QR code is as follows:



To download the app from Apple Store, the QR code is as follows:



2) eServices (SPEED-e):

To submit instructions online (*market and off-market*), investor can register for SPEED-e facility (<https://eservices.nsdl.com>). Investors submit MF redemption and confirm off-market instructions as well on SPEED-e facility. Further, in case of e-Token User of SPEED-e facility, investor can freeze their demat accounts.

3) eServices (IDeAS) :

IDeAS facilitates viewing of holdings in the demat account with value including transactions. Further, IDeAS also provide certain value added services viz., view and download of NSDL-CAS, e-Voting and download of Form 26 AS.

4) NSDL SMS Facility

NSDL provides SMS Alert facility for demat account holders whereby they can receive SMS alerts directly from NSDL for following:

- a) All Debit Transfers
- b) Credits for IPO, sub-division and bonus
- c) Failed instructions
- d) Overdue instructions
- e) Change of mobile number
- f) Change of address
- g) Debit of Mutual Fund units
- h) Invocation of pledged securities
- i) Registration and De-registration of Power of Attorney
- j) Modification / Cancellation of nominee name
- k) Initiation/Confirmation of pledge instructions
- l) Mutual fund redemption request submission by client and acceptance/rejection of the same by RTA.
- m) SMS Alerts to Clients for Blocking/Debit of shares in demat account in respect of Tender Offer instruction.

Investors are requested to register for NSDL's SMS alert facility to ensure to track their demat accounts.

5) Online update of opt-in / opt-out nomination:

Investors can register for opt-in/opt-out nomination for select Participants at <https://eservices.nsdl.com/instademat-kyc-nomination/#/login>

6) Online update of email / income range:

To update email ID and income range in the demat account, investors can visit the weblink <https://eservices.nsdl.com/kyc-attributes/#/login>

7) Registering for eCAS

Investors can register to receive NSDL-CAS in electronic form by registering at NSDL micro site - <https://nsdlcas.nsd.com>

Further, Investors are requested to note the Dos and Don'ts while operating their demat accounts:

- 1) Always deal with a SEBI registered Depository Participant for opening a demat account. Read all the documents carefully before signing them.
- 2) Register / update your email ID and mobile number in your demat account to regularly receive alerts from NSDL.
- 3) Do not share the OTP or password with anyone as these are meant exclusively for you.
- 4) Do not download unknown Apps on your phone / device. The unknown app may access your confidential data.
- 5) Ensure to register the password of online platforms in a unique form. Please ensure that the password is complex and strong. Further, please ensure to change the password at regular intervals.
- 6) Before granting Power of attorney to operate your demat account to an intermediary like Stock Broker, Portfolio Management Services (PMS) etc., carefully examine the scope and implications of powers being granted.
- 7) Regularly monitor your NSDL-CAS statement received from NSDL through electronic or physical mode.
- 8) In case you change any details in your demat account viz., address, bank details, mobile number or email ID etc, please ensure to receive Client Master List / Confirmation of updation from your Participant.
- 9) Please ensure to monitor the alert viz., SMS / email received from NSDL with respect to debits or changes in the demographic details.
- 10) Please ensure safe keeping of Delivery Instructions Slips.
- 11) Please ensure to nominate in your demat account.
- 12) For Investor Complaint/ Grievances, investors can contact at
 - a. SCORES (a web based centralized grievance redressal system of SEBI) <https://www.scores.gov.in/scores/Welcome.html>]
 - b. At NSDL <https://www.epass.nsd.com/complaints/websitecomplaints.aspx>
 - c. Emails to designated email IDs of Depository

Furthermore, NSDL has uploaded the Investor Charter on the NSDL website. The same is available on link https://nsdl.co.in/publications/investor_charter.php for information.

CDSL's Do's and Don'ts

Do's:

- Register for CDSL's internet based facility 'easi' to monitor your demat account yourself. Contact your DP for details.
- Register for CDSL's SMS Alert facility - SMART and obtain alerts for any debits or credits due to a corporate action, in your demat account.
- Accept the DIS book from your DP only if each slip has been pre-printed with a serial number along with your demat account number and keep it in safe custody.
- Always mention the details like ISIN, number of securities accurately. In case of any queries, please contact your DP or broker.
- Ensure that all demat account holder(s) sign on the DIS.
- Please strike out the any blank space on the slip.
- Cancellations or corrections on the DIS should be initialed or signed by all the account holder(s).
- Submit the DIS ahead of the delivery date for all type of market transactions. DIS can be issued with a future execution date.
- Intimate any change of address or change in bank account details to your DP immediately.
- Check the investor service record of the issuer company with your DP before deciding to send certificates for demat. The list of companies whose demat request are pending is published at www.cdslindia.com.
- Before sending securities for demat, record the distinctive numbers of the securities sent.
- Before granting Power of Attorney (PoA) to anyone, to operate your demat account, carefully examine the scope & implications of powers being granted.
- PoA is not mandatory for opening a demat account.
- The demat account has a nomination facility and it is advisable to appoint a nominee, in case of sole account holders.
- Ensure that, both, your holding and transaction statements are received periodically as instructed to your DP. You are entitled to receive a transaction statement every month if you have any transactions and once a quarter if there have been no transactions in your account.
- Check your demat account statement on receipt. In case you notice any unauthorized debits or credits, contact your DP for clarification. If not resolved, you may contact CDSL Investor Grievance Dept., Mr. Durgesh Gurav, Central Depository Services (India) Ltd., Marathon Futurex, A Wing, 25th floor, Mafatlal Mills Compound N M Joshi Marg, Lower Parel (E) Mumbai - 400013, Phone :022 2305-8658 email- complaints@cdslindia.com

Don'ts:

- Do not leave your instruction slip book with anyone else.
- Do not sign blank DIS as it is equivalent to a bearer cheque.
- Avoid over-writing, cancellations, misspellings, changing of the name and quantity of securities.

We request you to meticulously follow the above instructions, to avoid any problem in operation of your demat account.